

Apprenticeships in...

# Customer Service

Apprenticeships in Customer Service are work-based qualifications designed for young people who want to offer improved levels of service to their customers. Level 2 encourages development of individual skills in problem solving, developing good customer service and supporting new improvements in customer service. Level 3 encourages the development and implementation of new initiatives and team leadership.

## Apprenticeships (A)

The Apprenticeship is for you if you are relatively new to your customer service role.

During your training you will have the opportunity to learn, develop and practice the skills required to make an effective contribution to a customer service environment.

The Apprenticeship is made up of the following:

### Certificate in Customer Service Level 2

This qualification is extremely flexible in structure. The mandatory units cover all of the skills that are essential to your customer service role. The optional unit is chosen by you and your supervisor to reflect the areas that you deal with, within the requirements of your job role.

A minimum of 28 credits must be achieved, of which a minimum of 15 must be at level 2

### Mandatory units include:

- Communicate using customer service language.
- Follow the rules to deliver customer service.

### Functional and Key Skills

You will need to achieve Key Skills in order to function effectively as a member of your team and organisation.

The Key Skills you need to achieve are:

- Level 1 Communication
- Level 1 Application of Number

### Technical Certificate

- Option 1 - Level 2 – 3 Assignments and an short answer test paper
- Option 2 - Level 2 – EDI 1 Multiple choice test

### Employment Responsibilities and Rights Induction Checklist

### How will I be assessed?

Your allocated tutor will deliver your training one-to-one in your workplace and will visit you either on a weekly basis to deliver half day sessions or fortnightly for full day sessions. You will build a portfolio of evidence to show your competence against the requirements.

### How can I enrol onto an Apprenticeship in Customer Service?

If you are currently employed speak to your supervisor and then contact us on 01773 747377, so that we can arrange an appointment to come out and visit you and your supervisor at work.

However, if you're not currently employed then ring us to complete an application form and to arrange an interview. Once you have discussed your training and career requirements with us, we will put you forward for any interviews, which match your criteria.



## Level 2 NVQ Certificate in Customer Service

To achieve the Level 2 NVQ Certificate in Customer Service, learners must achieve:

A minimum of 28 Credits

A minimum of 15 credits must be at level 2

The learner must complete all mandatory units

A further 20 credits must be achieved by completing a minimum of one unit from each optional group

Unit	Mandatory Units	Level	Credit
101	Communicate using customer service language	1	4
201	Follow the rules to deliver customer service	2	4
Unit	Optional Units - Impression and Image	Level	Credit
102	Maintain a positive and customer-friendly attitude	1	5
103	Adapt your behavior to give a good customer service impression	1	5
202	Communicate effectively with customers	2	5
203	Give customers a positive impression of yourself and your organisation	2	5
204	Promote additional services or products to customers	2	6
205	Process information about customers	2	5
206	Live upto the customer service promise	2	6
207	Make customer service personal	2	6
208	Go the extra mile in customer service	2	6
209	Deal with customers face to face	2	5
210	Deal with incoming telephone calls from customers	2	5
211	Make telephone calls to customers	2	6
303	Deal with customers in writing or electronically	3	6
304	Use customer service as a competitive tool	3	8
305	Organise the promotion of additional services or products to customers	3	7
306	Build a customer service knowledge set	3	7
Unit	Optional units – Delivery	Level	Credit
104	Do your job in customer friendly way	1	5
212	Deliver reliable customer service	2	5
213	Deliver customer service on your customers premises	2	5
214	Recognise diversity when delivering customer service	2	5
215	Deal with customers across a language barrier	2	8
216	Use questioning techniques when delivering customer service	2	4
217	Deal with customer using bespoke software	2	5
218	Maintain customer service through effective hand over	2	4
307	Deliver customer service using service partnerships	3	6
308	Organise the delivery of reliable customer service	3	6
309	Improve the customer relationship	3	7

<b>Unit</b>	<b>Optional units - Handling Problems</b>	<b>Level</b>	<b>Credit</b>
105	Recognise and deal with customer queries, requests and problems	1	5
106	Take details of customer service problems	1	4
219	Resolve customer service problems	2	6
220	Deliver customer service to difficult customers	2	6
310	Monitor and solve customer service problems	3	6
311	Apply risk assessment to customer service	3	10
312	Process customer service complaints	3	6
<b>Unit</b>	<b>Optional Units - Development and improvement</b>	<b>Level</b>	<b>Credit</b>
221	Develop customer relationships	2	6
222	Support customer service improvements	2	5
223	Develop personal performance through delivering customer service	2	6
224	Support customers using on-line customer services	2	5
225	Buddy a colleague to develop their customer service skills	2	5
226	Develop your own customer service skills through self-study	2	6
227	Support customers using self-service technology	2	5
313	Work with others to improve customer service	3	8
314	Promote continuous improvement	3	7
315	Develop your own and others customer service skills	3	8
316	Lead a team to improve customer service	3	7
317	Gather, analyse and interpret customer feedback	3	10
318	Monitor the quality of customer service transactions	3	7

